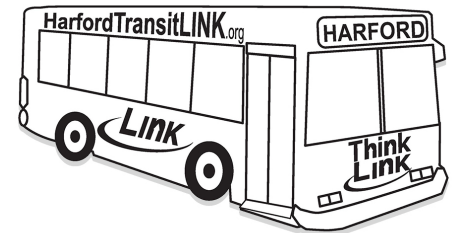




BARRY GLASSMAN  
County Executive



## **PASSENGER ASSISTANCE POLICY**

Harford Transit LINK trains all Harford Transit LINK drivers in passenger assistance techniques and will provide assistance in boarding and debarking from the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle, finding a seat, fastening a seatbelt or securing a wheelchair.

Harford Transit LINK drivers will not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant (PCA) to accompany and assist them. Harford Transit does not provide Personal Care Attendants.

The driver may deny service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying the passenger. Harford Transit LINK drivers do not lift or carry passengers. For passengers using wheelchairs, the path between the door and the vehicle must be wheelchair-accessible. A supervisor may be present to assess a new passenger's needs at their initial service.

Harford Transit LINK drivers will not enter passengers' homes. For the safety and protection of both drivers and passengers, it is against our policy to provide door-to-door assistance by entering passenger's homes.

Passengers are responsible for carrying their belongings. Packages that cannot be stowed on the lap or seat beside the passenger are not permitted unless space allows and packages may be properly secured. Harford Transit LINK is not responsible for any items lost, damaged, or left on the vehicle.

## **PERSONAL CARE ATTENDANT POLICY**

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an individual with a disability meet his or her personal needs in daily living activities. The registered PCA travels at no charge. Individuals who need extensive assistance in traveling (beyond that which the Harford Transit LINK driver can provide), including lifting, carrying, support during the ride, and/or behavior control, must arrange for a PCA to accompany and assist them. Harford Transit does not provide PCAs.

Passengers needing the assistance of a PCA must register the PCA with Harford Transit LINK. A registered PCA may accompany the passenger free of charge. The PCA is required for all future travel to assure passenger needs are handled appropriately.